



Department of Placements and Training

CIRCULAR

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We are happy to share that the 2018 batch students registered with AMCAT are eligible to participate in “**eNoah iSolutions**” drive for “**Customer Care Executive**” Position

Company Profile:

Greetings from eNoah ! eNoah is a boutique consulting led integrated BPO and IT solutions company providing services to Fortune 1000 companies in the Integrated Health, Insurance, Manufacturing and Automotive domains. With strong domain focus, the solutions are vertically integrated and delivered through a client intensive relationship based global delivery model. eNoah is ISO 27001 certified and HIPAA compliant. Over the last 11 years, eNoah has enjoyed repeat businesses from all its clients due to its obsession to client delight and delivery. eNoah's mature and established service delivery setup helps clients pilot and steady state the processes with focus on metrics-driven outcomes that would exceed customer SLAs.

Position: Customer Care Executive

Process: International BPO Voice Process (US Shifts)

Designation: Associate

Experience: Freshers' without arrears

Course Specialization: B.E/B.Tech (All Branches)

Batch: 2018 Only

CTC and Incentives: Rs. 2,24,000 /- (Including Night shift and Quality Allowances)

Job Description

- Should be fit to take live Outbound calls and speak confidently to US Clients
- Follow Quality Assurance guidelines/procedures with an eye on customer satisfaction.
- Perform Quality Assurance Feedback as related to quality audits.
- Work with Team members towards compliance of all policies and procedures.
- Work with Team Leaders and Training Department to promote quality and consistency.
- Compile and maintain accurate monitor records. Update and distribute Quality Assurance Standard

Job Specification

- Fluent English Communication Skills.
- Undergraduate / Graduate / Fresher's without back logs only can apply.
- Attention to detail.

Key Activities

- Interact with customers to provide and process information in Response to inquiries, concerns and request about POLICIES, CLAIM and Services.
- Accurately process and record call transaction using a computer and designated tracking software.
- No Sales/Marketing, Only Customer Support US Calling - US Health Insurance Domain.
- Flexible working in Night shifts: Shift: 7.30pm to 5am, Monday to Friday 5days working.

Rounds

Round 1: Group Discussion (Voice Process- Night Shifts)

Round 2: Analytical, Logical & Flexibility Check Round (Face to Face)

Round 3: HR Salary discussion and offer roll out.

Education:

B.E/B.Tech

Last date to apply: 25th June 2018

Registration link:

<https://www.myamcat.com/jobs/description/customer-care-executive-coimbatore-job-for-fresher-in-enoah-isolution-india-pvt-limited-in-coimbatore/39118>